

Frequently Asked Questions (Islamic)

Alfalah RAPID

1. What is Alfalah Rapid?

Alfalah RAPID is an innovative & revolutionary banking solution geared to fulfill all of your self-service banking needs. Open your new account, apply for Debit Cards & much more from the comfort of your home/offices through a completely digitized and convenient online process.

2. What are the channels through which customers can apply for digital accounts via RAPID?

Currently customers can apply for digital accounts via RAPID from the following Channels.

- Rapid Web Portal
- ALFA (Mobile App)
- ~~VSM~~ **(Currently not available for Islamic accounts)**

3. What services can be availed through Alfalah RAPID Web Portal?

Currently customers can avail the following services through Alfalah RAPID web portal:

- Applying for a New Account
- Applying for a Debit Card
- Self-Service Banking
 - E-Statement Subscription
 - Internet Banking Registration
 - Cheque Book Request
 - CNIC Expiry Updation
 - Withholding Tax Certificate
 - E-Transaction Blocking/Unblocking
 - Debit Card Management

4. What services can be availed by new-to-bank (NTB) customers through Alfalah RAPID Web Portal?

Currently, NTB customers can avail the following services through Alfalah RAPID Web Portal:

- Applying for a New Account

5. What services can be availed by existing bank (ETB) customers through Alfalah RAPID Web Portal?

Currently, ETB customers can avail the following services through Alfalah RAPID Web Portal:

- Applying for a New Account
- Applying for a Debit Card
- Self-Service Banking

Digital Account Opening via RAPID

6. Who can apply for digital account through Alfalah RAPID?

Individual Pakistani residents aged 18 or above from the following categories.

- Salaried Individuals
- Business Individuals
- Retired Individuals
- Landlords Individuals
- Unemployed Individuals including Housewives, Students

7. How can individuals apply for Alfalah RAPID?

Customers can apply for multiple services by visiting the RAPID Web Portal by using below link.

<https://rapid.bankalfalah.com/AlfalahRapidPROD/Index.aspx>

8. Is Bank Alfalah RAPID services available at 24/7?

Yes, Bank Alfalah RAPID services is available at 24/7 for customers.

9. Can I Provide any Mobile number for digital account opening via RAPID?

No, Provided Mobile number must be registered with customer's own CNIC number with Network Provider.

10. Under what mode(s) of banking is available on Alfalah RAPID?

Under both Islamic and Conventional Banking modes are available on Alfalah RAPID.

11. Can a customer apply for multiple accounts through Alfalah RAPID?

Yes, a customer can apply for multiple accounts through Alfalah RAPID web portal, provided they are not already availing the same product in the same category. For instance, if a customer is already availing Alfalah Current Account, they cannot apply for another Alfalah Current Account but any other account.

12. What type of accounts are offered through Alfalah RAPID?

Bank Alfalah offers multiple Current & Saving account variants for customers through Alfalah RAPID.

13. Which currencies are available for onboarding through Alfalah RAPID?

At present, Bank Alfalah is offering PKR accounts and FCY (USD, Euro, GBP) accounts through Alfalah RAPID.

14. What Islamic (Shariah Compliant) products are being offered for onboarding through Alfalah RAPID?

Currently, the following Islamic Products are available for onboarding through Alfalah RAPID.

Current Accounts:

- Falah Islamic Current Account
- Falah Basic Banking Account
- Falah Foreign Currency Current Account
- Alfalah Islamic Business Way Account (Remunerative Current Account)
- Alfalah Islamic Asaan Digital Account
- Alfalah Islamic Asaan Digital Remittance Account
- Alfalah Islamic Freelancers Digital Current Account

Saving Accounts:

- Falah Classic Savings Account
- Falah Mahana Amdani Account
- Alfalah Musharaka Savings Account
- Falah Senior Citizens Savings Account
- Falah Business Account

Falah Foreign Currency Saving Account
Alfalah Islamic Asaan Digital Account
Alfalah Islamic Asaan Digital Remittance Account
Alfalah Islamic Freelancers Digital Account
Falah Asaan Women Digital Account

15. Can customers open digital account via RAPID through ALFA app?

Yes. Please note; Currently only NTB customers can apply for new digital account via RAPID account through ALFA.

16. Are there any charges to apply for digital account through Alfalah RAPID?

Account Opening through Alfalah RAPID is being offered free of cost. There shall be no hidden or additional charges whatsoever, however, charges for any additional services opted at the time of account opening such as Debit Card, Cheque Book, SMS Alerts, etc. shall apply as per the existing Schedule of Charges (SOC).

17. What is the end-to-end process for digital account Opening through Alfalah RAPID?

Customers can open an account through Alfalah RAPID in three simple steps:

- Customer will fill the digital Account Opening form and submit it along with required documents on Alfalah RAPID portal. One of our representatives (CAOD) shall review the form and activate the account in case of no discrepancies.
- The Account activation TAT is 2 working days, in case of no discrepancies.
- Customer can perform biometric verification by visiting any of the 1000 Bank Alfalah Branches across Pakistan within 60 days from the date of Account Opening.

Once the biometric verification is completed, the account will be regularized, and customers can start enjoying our unmatched product offerings and services.

18. What shall happen to my account in case if I am unable to get my account verified within 60 days?

In case, the account is not biometrically verified within 60 days from account activation, the account shall be temporarily blocked for any debit transactions.

19. How can I get my account reactivated in case if not biometrically verified within 60 days from initial activation?

Any temporary blocked account shall automatically be activated and regularized upon biometric verification and all transactional restrictions placed earlier shall be removed.

20. Can I Perform Biometric at a time of digital account opening through Alfalah RAPID?

Digital Biometric option is only available, if customer onboarding for digital account via RAPID through ALFA app (biometric feature is not available on Alfalah RAPID web portal).

21. What is the turnaround time for Account Opening through Alfalah RAPID?

In case, no discrepancy marked on account, the activation TAT for digital account via RAPID after the submission of application within 2 working days.

22. Can I track my digital account opening application status on RAPID web portal?

Yes, Customer can track his digital account opening application status by visiting Alfalah RAPID Web portal “**Application Status**” option by entering CNIC and OTAC (sent on registered Email/SMS).

23. What shall happen to my account application in case if it is marked discrepant?

In case if the account has been marked discrepant, customers shall receive an email / SMS update on discrepancies within 1 working day from the date of submission of account application along with a link to resolve discrepancy(ies). Customer can resolve the relevant discrepancy(ies) and resubmit the application for us to review and activate at an earliest.

Customer can resume the journey by clicking on link which is provided on registered Email and SMS or customer can visit Bank Alfalah RAPID web portal “**Resume Application**” option to rectify discrepancies by Enter CNIC and OTAC (sent on registered Email/SMS).

Resume Link: <https://rapid.bankalfalah.com/daolocalprod/ResumeApplication.aspx>

24. Do I need to visit my selected branch for document verification?

You are not required to visit any Bank Alfalah branch for physical verification of your documents. However, you shall get an introductory call from your Relationship Manager at Bank Alfalah within 14 days from the date of your account activation.

25. Can I avail Cheque Book, Debit Card, SMS Alerts, and other facilities prior to getting account biometrically verified?

Customers can avail all services and offerings offered by Bank Alfalah prior to biometric verification as long as they do not exceed the monthly turnover limit. Activation of Cheque Book, however, shall only be done after the account has been biometrically verified.

26. Where will the cheque book and debit card be delivered?

Customer will receive LOT at their mailing address (provided at a time of account opening), The cheque book shall be collected from your parent branch, the branch will hand over the cheque book to customer after checking the LOT.

whereas the Debit Card shall be delivered at your mailing address, which is provided at a time of RAPID account opening, as per existing process.

Cheque book shall only be delivered and activated once the account has been biometrically verified.

27. How can I get my Debit Card and Cheque Book activated?

The Cheque Book will be activated by Bank Alfalah's representative prior to handing it over to you in the branch. In order to get the debit card activated, you shall be required to either call our helpline 021-111-225-111 or activate the card using Bank Alfalah RAPID portal, ALFA app, Internet Banking or any ATM.

28. Can customers able to select branch, if I didn't avail ATM / Cheque book service?

Branch selection only be required from those customers who opt to avail relevant branch banking services, such as collection of cheque book/ATM.

29. How shall I get the credentials for Internet Banking and Mobile App?

Customers can sign up for Bank Alfalah Internet Banking and mobile app themselves once the account is active. Upon signing up, you will be required to set your personalized credentials in order to access Internet Banking and ALFA app.

30. How can I link my digital account open via RAPID in ALFA or Internet Banking in case if I am an existing customer of Bank Alfalah?

Existing Customers can link their accounts on Bank Alfalah Mobile Application "Alfa" by going to "Hamburger Menu" tab, clicking on **My Alfa** → **My Alfa App** → **Add account** → **Enter Account Number** → **Click on fetch title** → **Submit**

Existing customers can link their accounts on Bank Alfalah “**Internet Banking**” by going to “**Overview**” tab and clicking on **Manage Accounts** → **Add Account** → **Enter Account Number** → **Click on fetch title** → **Submit**

31. How can I get any information provided at the time of Account Opening amended in Bank Alfalah records?

Customers can get the information amended by visiting any of the nearest Bank Alfalah branch to have the information updated.

32. Will Zakat be deductible on my Alfalah digital account open via RAPID?

Yes, Zakat will be deductible on all Savings Account. In order to request for Zakat exemption, kindly visit your any Bank Alfalah branch along with Zakat Declaration Form (CZ50) prior to 1st of Shaban.

33. Will any taxes apply on my Alfalah digital account open via RAPID?

All taxes will apply as per the latest Finance Bill.

For any further queries, feel free to write to us at contactus@bankalfalah.com or contact us at our 24/7 helpline [+92 21 111 225 111](tel:+9221111225111).

34. What are the Limits of Asaan Digital Accounts?

a. Asaan Digital Account (ADA):

- Currency: PKR
- Maximum credit balance limit of PKR 1,000,000
- Monthly debit limit of PKR 1,000,000

b. Asaan Digital Remittance Account (ADRA):

- Currency: PKR
- Maximum credit balance limit of PKR 3,000,000
- Cash withdrawal limit of PKR 500,000 per day
- Fund transfer limit of PKR 500,000 per day from ADRA to any other account
- This account may also be fed through local credit to the extent of PKR 1,000,000 per month
- No commercial remittances shall be deposited in the account

c. Freelancer Digital Account (FDA):

- Currency: PKR and FCY (USD)
- IT Companies and Freelancers shall be allowed to retain USD 5,000/- per month or 50% of the export proceeds, whichever is higher, in their ESFCAs

- No limit on Cash withdrawal

35. What documents are required for Account Opening through Alfalah RAPID?

For Salaried Individual (any one of the following scanned in color from original):

- Original Scanned valid CNIC/SNIC.
- Proof of Employment (Service Card or Latest Salary Slip Attested by employer or Employment Contract or any other supporting document not older than 6 months reflecting employment details and monthly income) or Latest Bank Statement reflecting Salary Credit with employer name.
- Live Photograph.
- Declaration Form for Zakat exemption (for Pak Rupee Savings Account, to be submitted at parent branch before 1st of Shaban).

For Housewives / Households / Students / Unemployed Individuals

- Original Scanned valid CNIC/SNIC.
- Student ID Card or any other professional / social details (if available).
- Details of fund provider including Name, Father's/Husband's name, ID number, DoB, and Occupational Details.
- Documentary Income Proof of Fund provider.
- Live Photograph.
- Declaration Form for Zakat exemption (for Pak Rupee Savings Account, to be submitted at parent branch before 1st of Shaban).

For Retired Person

- Original Scanned valid CNIC/SNIC.
- Documentary Income Proof of Terminal Benefits/Pension Book etc. or any other supporting document.
- In case of dependent retired individual, the documentation as above of the fund provider's income / source of fund.
- Live Photograph.
- Declaration Form for Zakat exemption (for Pak Rupee Savings Account, to be submitted at parent branch before 1st of Shaban).

For Land Lord/Agriculturist

- Original Scanned valid CNIC/SNIC.
- Appropriate proof of land holding e.g. Passbook, Land revenue receipt, Property documents or any other acceptable relevant document.
- Live Photograph.

- Declaration Form for Zakat exemption (for Pak Rupee Savings Account, to be submitted at parent branch before 1st of Shaban).

For Business Individuals / Self Employed / freelance professionals

- Original Scanned valid CNIC/SNIC
- Proof of source of funds/ income
 - Undertaking on proper business letter head. However, in case of customers, where business letter head is not available, self-declaration (of customer) for source and beneficial ownership of funds duly approved by BM/OM is required OR
 - Receipt of Payment against the Work, OR
 - For freelancers an online registration or account detail of the relevant website or portal or a statement of account or any other acceptable proof can be accepted, OR
 - For Partners working in a registered partnership, the partnership deed along with the Registration Certificate (with updated changes/amendments) of concerned Register will be obtained along with the said Undertaking, OR
 - For Public & Private Limited Company directors who are also shareholders a disclosure of shareholder from the company secretary will suffice, OR
 - Any other Document evidencing Source of Fund/ Income
- Registration certificate required for registered concerns, (wherever applicable).
- Certificate or proof of membership of trade bodies etc. (wherever applicable)
- NTN certificate if available (along with online verification).
- Visit report of the customer's disclosed business, minimally covering all the aspects stipulated in the prescribed format
- Rubber stamp (as per title of A/c & Letter head) of the Business required to be affixed on SSC, if required by the customer to be part of the signature.
- Live Photograph
- Declaration Form for Zakat exemption (for Pak Rupee Savings Account, to be submitted before 1st Shaban)

For Asaan Accounts

- Self-declaration In lieu of proper proof of income (against all Asaan and Freelancer Digital Account)

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